

Independent Ombudsman for the Texas Juvenile Justice Department



First Quarter Report FY 13

September 1, 2012 to November 30, 2012

Introduction:

This report is the first Quarterly Report of FY 2013 to be submitted by this office under statute and is intended for the Executive Director of the Texas Juvenile Justice Department (TJJD), the Governor, Lt. Governor, Speaker of the House, members of the Texas Legislature, and the Auditor for the State of Texas. This report will serve to provide a description of the activities of the office during the first quarter of FY 13 spanning September 1, 2012 to November 30, 2012.

Overview of the Work of the Independent Ombudsman

The Independent Ombudsman (IO) was established for the purpose of investigating, evaluating, and securing the rights of the children committed to the Juvenile Justice Department, including a child released under supervision before final discharge. To fulfill the duties of the office, IO staff regularly visit all TJJD secure facilities, halfway houses, parole offices, and all contract care programs. IO staff members also track Abuse, Neglect and Exploitation (ANE) incidents from all pre/post adjudication county facilities. Currently, TJJD operates 6 secure facilities, 9 halfway houses, and 7 parole offices. Additionally, TJJD contracts with several additional facilities to provide services to TJJD youth.

While the IO seeks to address systemic problems with TJJD service delivery, the office has resolved numerous individual complaints, as well.

The office successfully visited and inspected all secure TJJD facilities, halfway houses, contract care facilities and parole offices to monitor for compliance with best practices for the safety and security of the youth. In addition, all ANE incident reports from county facilities have been reviewed and tracked for trends.

TJJD reports and site visits conducted by IO staff indicate that continued efforts by TJJD staff have resulted in progress in controlling the number of youth on youth assaults. Additionally, while the turnover rate for direct care staff remains high, staff report that these positions are being filled quickly, creating better youth to staff ratios. Morale of the staff in the facilities appears to be growing. Improvements in staff morale should help decrease the rate of turnover and keep experienced staff at the facilities, allowing for better supervision of the youth.

The IO is optimistic that TJJD is turning a corner as the new administration seeks input from various outside sources to evaluate the agency. The IO will continue monitoring for progress through site visits, youth and staff interviews, and report tracking.

Accounting of Site Visits, Youth Contact and Individual Cases

	FY 2012	1st Quarter FY13	FY13 Total
Site Visits	247	57	57
Number of Youth Interviewed	1430	424	424
Number of Youth Interviews Conducted	2382	513	513
Closed Cases	216	49	49

Facilities visited by IO staff during the first quarter

Secure Facilities

Corsicana Residential Treatment Center (*Corsicana TX*)
Evins Regional Juvenile Center (*Edinburg TX*)
Gainesville State School (*Gainesville TX*)
Giddings State School (*Giddings TX*)
McLennan County State Juvenile Correctional Facility (*Mart TX*)
Ron Jackson State Juvenile Correctional Complex (*Brownwood TX*)

TJJD Halfway Houses

Ayres House-*San Antonio TX*
Beto House-*McAllen TX*
Cottrell House-*Dallas TX*
Edna Tamayo House-*Harlingen TX*
McFadden Ranch-*Roanoke TX*
Schaeffer House-*El Paso TX*
Turman House-*Austin TX*
Willoughby House-*Fort Worth TX*
York House-*Corpus Christi TX*

TJJD District Offices

Austin District Office
Dallas District Office
El Paso District Office
Fort Worth District Office
Houston District Office
San Antonio District Office

Parole Areas (Parole officers not working out of a district office)

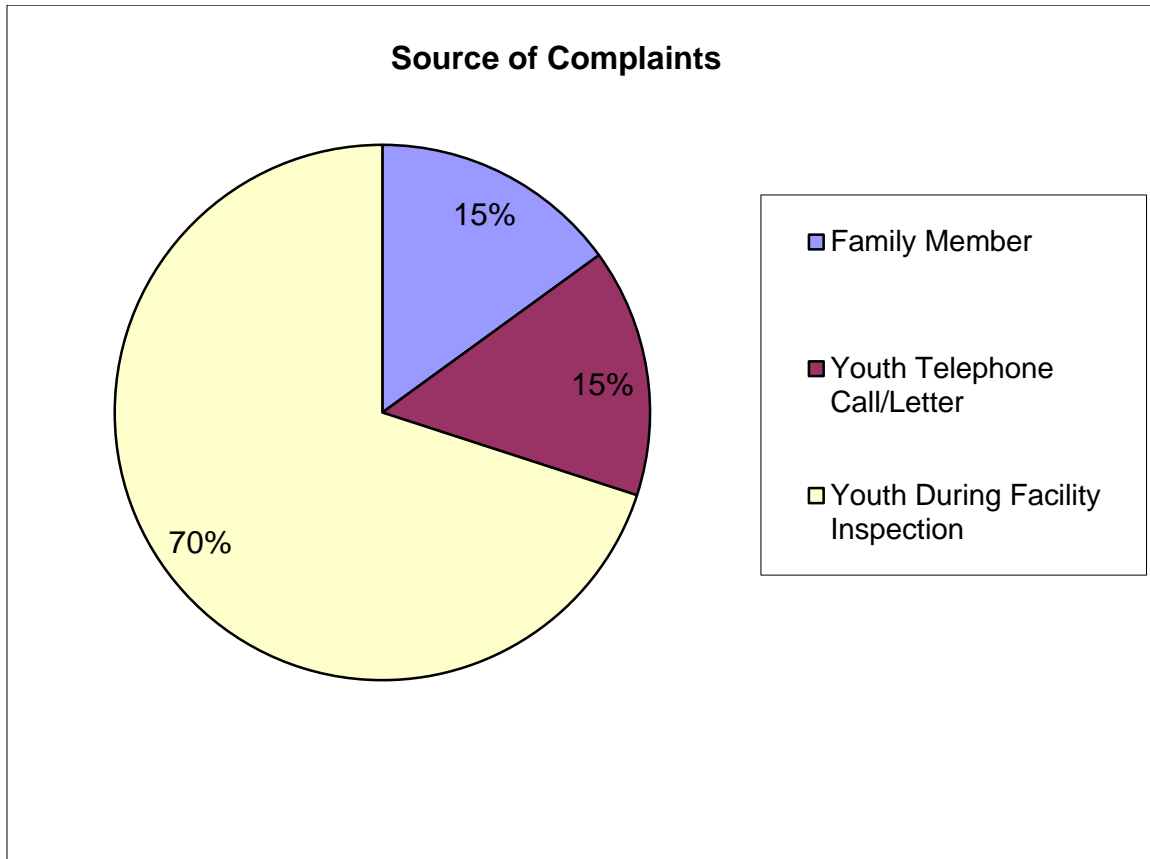
Amarillo Area Parole
Bell County Area Parole
Harlingen Area Parole
Lubbock Area Parole
Midland Area Parole
Tyler Area Parole

Contract Care Facilities

Abraxas Youth and Family Services-*San Antonio TX*
Associated Marine Institutes, Inc. (RGMI)-*Los Fresnos TX*
Byrds Therapeutic Group Home-*Houston TX*
Garza County Regional Juvenile Center-*Post TX*
Gulf Coast Trades Center-*New Waverly TX*
National Mentor Healthcare LLC, East Intermediate-*Houston TX*
New Day Achievement Center-*Huntsville TX*
Specialized Alternatives for Youth (SAFY)-*Arlington TX*
Unity Children's Home-*Houston TX (two locations)*

Anyone may file a complaint with the IO. Complaints can be made via telephone, mail, fax, email, or in person during a facility inspection. The IO received 40 complaints during the first quarter. The majority of these cases were received directly from the youth during facility inspections.

First Quarter-FY 13



Complaints Received by Facility-First Quarter FY 13*

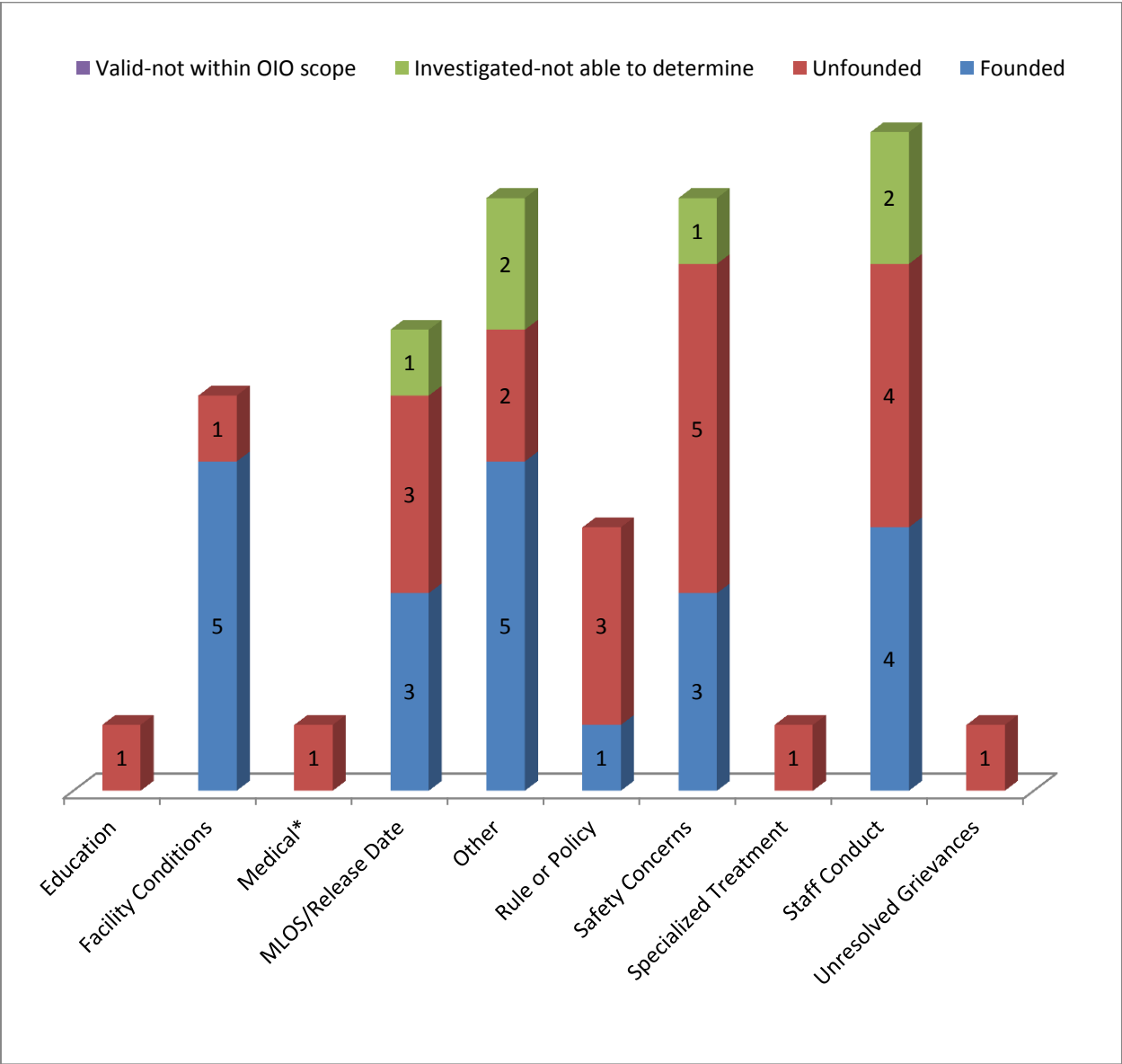
Facility	Total for Facility	Conexions	Facility Conditions	Education	MLO	Release Date	Medical	Other	Parole	Religion	Rule or Policy	Safety Concerns	Specialized Treatment	Staff Conduct	Unresolved Grievances
CORSICANA RTC	7							5				1			1
EVINS REGIONAL JUVENILE CENTER	18				5							1	7		5
GAINESVILLE	4							1	3						
GARZA COUNTY REGIONAL JUVENILE CENTER	1				1										
GIDDINGS	2					1							1		
GULF COAST TRADES CENTER	1							1							
MCLENNAN COUNTY SJCF	3			1											2
RON JACKSON SJCC	1													1	
YORK HOUSE	3							1							2

* Facilities without complaints are not listed

The IO closed 49 cases in the first quarter. Cases are closed in one of four ways: Founded, Unfounded, Investigated-unable to determine, and Valid-not within IO scope.

Closed Cases*

First Quarter FY 13

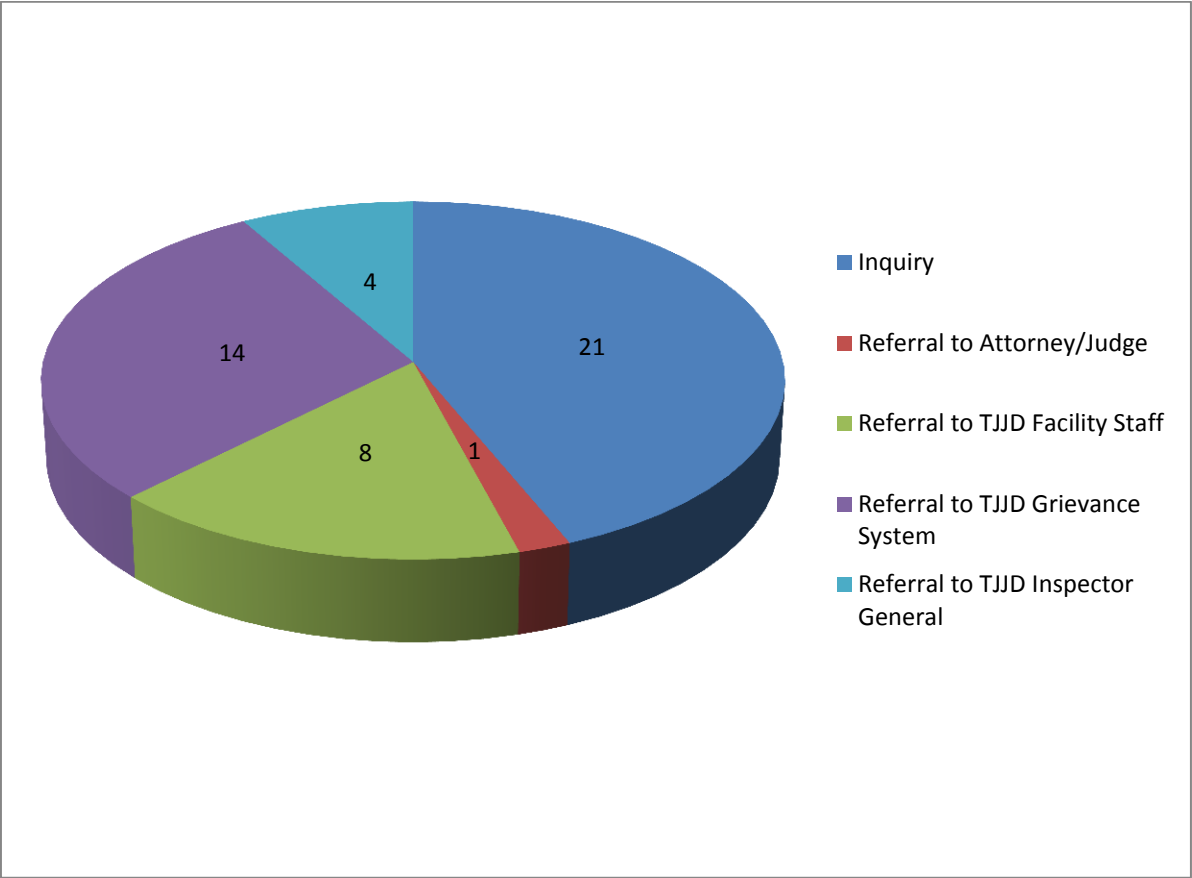


* Note: The Independent Ombudsman generally does not make findings regarding the quality or appropriateness of the care delivered. Unless otherwise noted, the medical cases in this report involve only issues of access to health care services.

In addition to the cases that are investigated by IO staff, the office also receives numerous inquiries and complaints that are referred to the appropriate authority. The IO received 48 inquiries and referrals during the first quarter.

Inquiries and Referrals

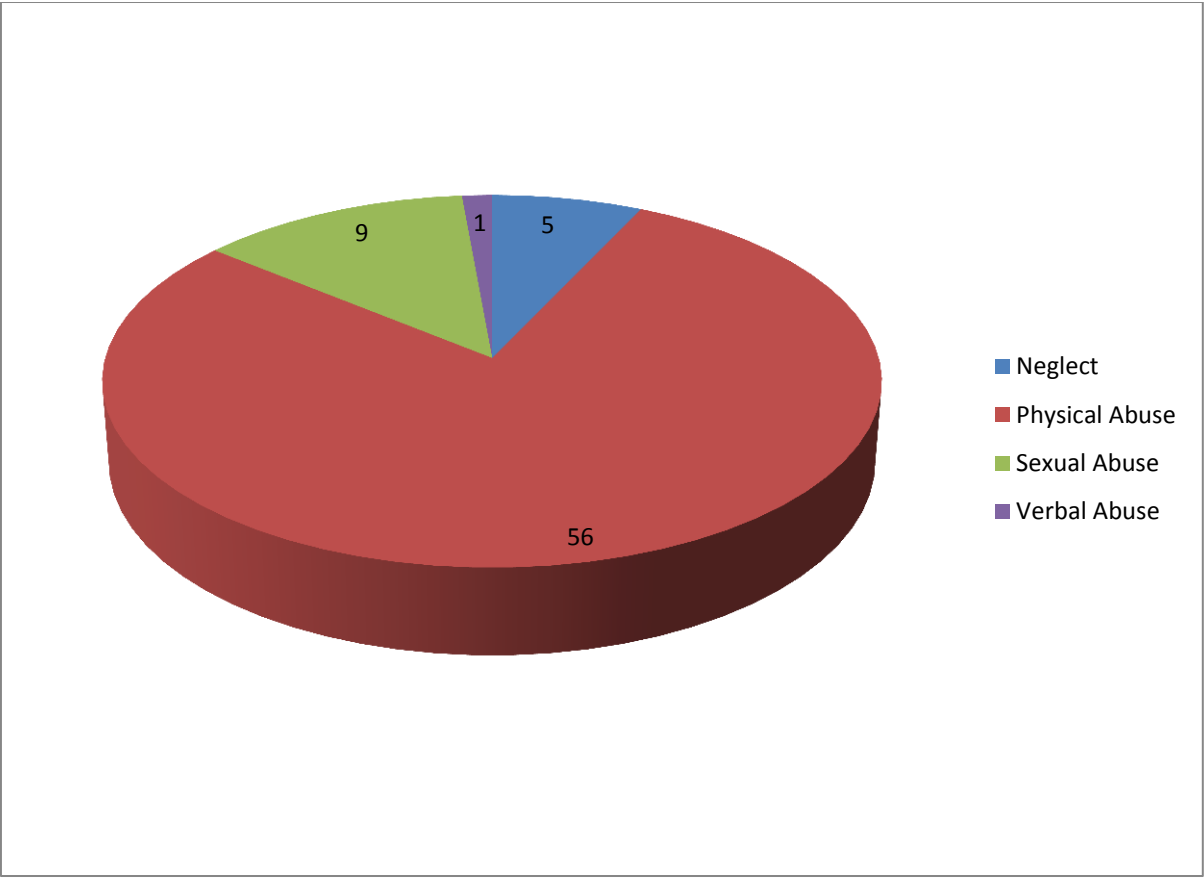
First Quarter FY13



The IO reviewed 71 ANE reports in the first quarter.

**Reports of Abuse, Neglect and Exploitation
from County Operated Facilities***

First Quarter FY 13



*These reports are reviewed by the IO, but there is no investigation or determination of findings made by the office. The IO tracks these incidents for indications of systemic issues and trends.